



## **Communications Specialist – Petaluma, CA**

verihealth, Inc. is seeking a full-time Communications Specialist for our North Bay transfer center.

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### ***About verihealth, Inc. solutions in healthcare***

We're a fully realized health services organization, revolutionizing the business of quality transportation and onsite medical services through leading-edge service, innovation and the latest technology. At verihealth, quality is more than just a marketing buzzword.

It's the truth about everything we do.

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### **Job Summary:**

Coordination of unit deployment and transportation requests and ensures the safe and timely transport for all patients. Assigns calls to ensure resource utilization and delegates call volume to department - acts as clinical specialist.

### **Job Duties:**

- Complies with local EMS policies, procedure, processes, and protocols.
- Answers multiple phone lines and entering incoming calls for any and all requests
- Handles escalated calls and manages Communication Specialist I to ensure priority specific calls are answered effectively
- Assigns calls to appropriate resources; delegates to effectual parties
- Communicates with field crews to assign transfers, monitor and direct traffic and assist crews
- Dispatch crews in a timely manner; arrange transports
- Answering and commanding radio lines
- Coordinate with Physicians, Case Managers, and facility staff to effectively document consults and transfer requests
- Process requests for critical MD to MD consults and transfer requests for contracted facilities

- Acquire extensive knowledge in physician specialties and services available at local and tertiary care facilities
- Facilitate RN to RN nursing reports as part of the patient transfer process
- Follow up with sending facilities to advise transfer of care and patient arrival at receiving facility
- Data entry of patient information
- Attends all mandatory Dispatch and EMT trainings and meetings
- Maintains up-to-date knowledge of all: Communication Memos, RightCAD, ReddiNet, Rescue Net Reporting and Microsoft Outlook
- Transportation Scheduling and record keeping; daily Crew Configuration
- Oversight of hours worked by all field personnel
- Partners with Operations and Management to drive business goals
- Assists with related special projects as required

### **Qualifications:**

- High school diploma and/or equivalent education and/or experience.
- Experience as an EMT and dispatch in ambulance services.
  - Completion of an EMT Basic/Intermediate program and acceptance County Issued certification/license required.
  - Must be able to operate a stethoscope, sphygmomanometer, ambulance (including on board accessories), gurney, oxygen equipment, suction unit, radios/pagers, pen-based computer, map book.
  - Maintain current Valid Ambulance Driver's License and California Driver's License.
  - Maintain, on file, current and valid EMT Basic/Intermediate Certification
  - Maintain, on file, current and valid CVEMS recognized CPR Card.
  - Maintain, on file, current Medical Examiner's Card.
- Minimum one year related experience or equivalent.
- Knowledge of local geography, drive times and medical terminology
- Ability to review and read charts
- Excellent verbal and written communication skills.
- Proficient on computer skills.
- Strong customer service experience.
- Commitment to excellence and high standards.
- Ability to work under pressure while meeting strict deadlines.
- Ability to manage priorities and workflow.
- Strong interpersonal skills.
- Ability to deal effectively with a diversity of individuals at all organizational levels including agencies and the public.
- Creative, flexible, and innovative team player
- Good judgment with the ability to make timely and sound decisions.
- Ability to work with a partner.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.

- Acute attention to detail.
- Ability to work irregular hours on any day and week.

**Compensation and Benefits**

- Competitive Hourly Rate
  - Medical, Dental, and Vision Care
  - Employee Assistance Program
  - 401(k) Retirement Plan
  - Voluntary Benefits
  - Paid Time Off
  - Holiday Pay
  - Free Recertification Courses
  - Company Paid Uniform
  - Career Development Program
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If you are interested in working with a great team of professionals and ready to make a difference, please go to our website [www.verihealth.com](http://www.verihealth.com). Please complete an application and submit with your resume to [careers@verihealth.com](mailto:careers@verihealth.com) or fax to 707-790-8944. Contact Holly Engels @ 707-766-2414 with any questions about the position.

Also, learn more about what verihealth, inc. solutions in healthcare is providing to the community.